



A. CUSTOMER JOURNEY CHANGES – Local Bus Connections within Armidale and Uralla

Will there be more bus services on the Armidale network?

- Yes, there will be 23 extra bus services every week in North Hill and South Hill.
- Services in North Hill and South Hill have increased by approximately 37%.
- For the first time, bus services will operate on Sundays and public holidays in Armidale and Uralla.
- North Hill and South Hill will now have better connections onto Route 481 services to access Armidale Hospital and the University of New England (UNE).
- Key destinations such as Armidale Hospital, Armidale Station and Armidale Airport will receive more services.

What are the main changes to bus services to UNE?

- Route 481 becomes the bus route for all public bus services to UNE.
- Route 481 will operate in both directions along Rusden Street.
- Passengers who previously caught Route 482 on Donnelly Street and Markham Street may board Route 481 from Niagara Street. Improved Route 484 services also take in some of this area previously serviced by Route 482.

Most Route 484 North Hill services continue as Route 481 UNE services at Beardy Central Mall, Faulkner Street.

- Local buses will no longer service Handel Street and Meredith Street at UNE Colleges, and instead will service UNE Colleges at Elm Avenue. Passengers who previously caught Route 485 at UNE Colleges are advised to board Route 481 services from Elm Avenue.
- At UNE Campus, Route 481 will operate counter clockwise around Clarks Road, Union Road and Trevenna Road. Stops on the southern side of Trevenna Road will no longer be serviced by local buses.
- UNE will retain connection to Armidale Station, with new connection to Armidale Station available on weekends and public holidays. Passengers who previously caught Route 485 to and from Armidale Station are advised to board Route 481 services to and from Armidale Station.
- Passengers who previously caught buses to Armidale Teachers College and New England Conservatorium of Music can catch improved Route 483 services. Most Route 483 services continue as Route 481 services at Beardy Central Mall, Faulkner Street.
- Morning services from North Hill and South Hill have been simplified, replacing the combined AM service. UNE students in North Hill and South Hill can take Route 483 / Route 484 to Beardy Central Mall, Faulkner Street and most buses will continue to UNE on the same bus. Check the timetable for further information.

Where can I find a copy of the bus timetables?

Refer to the bus operator's websites for timetable information.

www.edwardscoaches.com.au

Edwards Coaches
2 Drew Street
Armidale NSW 2350

Telephone:
02 **6772 3116**

Fax:
02 **6771 1023**

General enquiries to:
admin@edwardscoaches.com.au

- Timetables can also be viewed and downloaded from transportnsw.info/routes.
- Timetable information can also be found using an app on your smart device. Refer to transportnsw.info/apps for apps that can be used to plan journeys.

- Paper timetables can be collected from Edwards Coaches depot.

Where do local buses operate within Armidale?

The list below contains all the bus routes operating within Armidale and Uralla:

- Bus Route 480 – Armidale to Uralla (and return) via Hospital and Airport
- Bus Route 481 – Armidale to UNE (and return) via Hospital
- Bus Route 483 – Armidale to South Hill (Loop)
- Bus Route 484 – Armidale to South Hill (Loop)

Routes 480, 481, 483 and 484 are operated by Edward Coaches on behalf of Transport for NSW.

What are the start and finish times in and around Armidale and Uralla?

- Route 480:
 - Weekdays
 - First trip: 7:35 am
 - Last trip: 3:25 pm
 - Weekends and Public Holidays
 - First trip: 9:05 am
 - Last trip: 2:30 pm
- Route 481:
 - Weekdays
 - First trip: 7:35 am
 - Last trip: 5:45 pm
 - Weekends and Public Holidays
 - First trip: 7:35 am
 - Last trip: 5:45 pm
- Route 483:
 - Weekdays
 - First trip: 8:05 am
 - Last trip: 4:45 pm
 - Weekends and Public Holidays
 - First trip: 8:35 am

- Last trip: 5:00 pm
- Route 484:
 - Weekdays
 - First trip: 7:35 am
 - Last trip: 5:15 pm
 - Weekends and Public Holidays
 - First trip: 7:35 am
 - Last trip: 4:30 pm

Are there any changes to school student travel within Armidale and Uralla?

- There will be minimal changes to some dedicated school services operated by Edward Coaches to enable broader improvements to regular route services. The changes were made in alignment with Transport for NSW Service Planning Guidelines.
- Dedicated school services will remain compliant with Transport for NSW policy on seatbelts.
- Please contact [Edward Coaches](#) for further details about school services.

How can I travel to Armidale CBD by bus?

- All bus routes connect to Beardy Central Mall, Faulkner Street and there are a range of bus stops available to use within Armidale CBD. Refer to network map, timetable and Transport for NSW Trip Planner for further information.

How can I travel to Armidale Hospital by bus?

- Routes 480 and 481 provide direct service to Armidale Hospital with bus stops on Rusden Street.
- Most Route 483 and Route 484 services from North Hill and South Hill continue as Route 481 services to Armidale Hospital in the same bus, avoiding the need for interchange. Refer to the timetable for all available connections.

Why were Routes 482 and 485 withdrawn?

- To better service UNE, Routes 482 and 485 will be withdrawn and replaced with improved Route 481 services.

- A single bus route for UNE services responds to key stakeholder and community feedback, especially to provide simpler and easier-to-understand bus services for passengers.

Can I travel to Armidale Regional Airport by bus?

- Yes, improved Route 480 will provide daily services to Armidale Regional Airport in both directions – connecting Armidale Airport to Armidale and Uralla.

B. CUSTOMER JOURNEY CHANGES – Regional Connections to/from Armidale

What are my travel options for longer distance travel outside of Armidale?

- NSW TrainLink operates daily train services between Armidale Station and Sydney via Tamworth and Broadmeadow. The train departs from Armidale at 8:40am and arrives in Armidale at 5:35pm.
- The 8.05am Route 481 daily bus from Beardy Central Mall Faulkner Street, arriving at UNE Campus Union Road at 8.15am connects to Armidale Station at 8.26am. This allows passengers to take the local bus to connect in with the train departure at 8.40am. North Hill passengers can connect to this service on weekdays, by taking the Route 484 service departing Beardy Central Mall Faulkner Street at 7.35am. This service continues in the same bus as the 8.05am Route 481 service.
- The 5.45pm Route 481 service from Beardy Central Mall Faulkner Street arrives at Armidale Station at 5.50pm and provides a local bus connection from the 5.35pm train arrival. This Route 481 service will arrive at Armidale Station 5.50pm, and then travel to UNE before returning to Beardy Central Mall Faulkner Street.
- Uralla Station also receives regional train services to Armidale and to Sydney. Local bus services do not stop at Uralla Station.
- NSW TrainLink also operates coach services from Armidale to Inverell and Tenterfield.
- There are also privately operated services such as Dorigo Transit/New England Coaches which operate services between Armidale and Coffs Harbour.
- There are some community transport services such as Tablelands Community Transport and Walcha Council Community Transport which provide services between Armidale and Uralla and Armidale and Walcha respectively.

Was a holistic review of the regional buses and coaches part of the 16 Regional Cities Services Improvement Program in Armidale?

- 16 Cities Armidale is a program focused primarily on the local Armidale bus network and local bus connections within the Armidale urban area.
- Feedback received through the 16 Cities Armidale project about regional bus and coach service improvements will be considered for future public transport improvements.

C. GENERAL – Buses 101

How were the new bus routes and timetables developed? How can I provide feedback on the new services?

- Transport for NSW consulted with the community in 2022 to better understand how people were using buses, and how the existing bus network and timetable could be improved. This community feedback was considered as the new bus service plan was developed, in close consultation with local bus operator Edward Coaches and Armidale Regional Council.
- Feedback about the new services can be provided by sending an [email](#) or by calling 1800 717 528.

What is the current progress of the 16 Regional Cities Services Improvement Program roll-out?

- The program aims to improve regional bus services by providing better connections to where customers need to go for work, education, health and social and recreational activities.
- Through the 16 Regional Cities Services Improvement Program, more than 3500 additional weekly services have already been introduced since 2019, an increase of more than 36 per cent to the existing bus networks within these 16 cities.

How do I board and alight a bus?

- Arrive at your bus stop at least five minutes before the scheduled departure.
- Have your cash fare, recharge or discount card and concession card if applicable, ready before the bus arrives.
- You can identify the correct bus by checking the route number on the destination sign above the bus windscreen.
- As the bus approaches, signal to the driver that you wish the bus to stop by raising your hand then stand back from the kerb.
- Wait for others to alight the bus before boarding.

- Ask the driver to lower the bus if needed.
- Priority seating is available at the front of each bus for customers who are older, have a disability, impaired mobility, or pregnant.
- Ensure luggage, bags and personal items are stowed correctly and not blocking the aisle.
- Where fitted on buses seatbelts must be worn.
- Remain seated, or if standing hold onto the handrails, at all times whilst the bus is moving.
- As the bus approaches your bus stop press the stop button near your seat, if you are vision impaired advise the driver on boarding the bus where you wish to alight.
- Check that you have all your belongings with you.
- Wait until the bus comes to a complete stop before moving to get off the bus.

Can I hail a bus from locations where there is no physical bus stop?

- Yes, hail-and-ride is possible in certain areas, however, bus stops should be used if they are available. Hail-and-ride should only be used where bus stops are not nearby, and only from locations where it is safe to stop a bus.

Will new bus stops / bus zones be installed? Why are they being installed?

- Yes, Armidale Regional Council and Transport for NSW will be installing new bus zones and bus stops around Armidale.
- To enable the community to safely access public transport within Armidale, there will be an increase in the number of physical bus stops throughout the city. These physical bus stops will be installed with either a Bus Stop sign or a Bus Zone to enable buses to safely stop to pick-up and drop-off passengers, while also allowing passengers to easily navigate to a designated boarding point.
- These additional safe boarding points include stops in new areas and filling in gaps in the existing network.

Will car parking be affected as part of the new bus network?

- Some of the new bus stops and bus zones to be installed will have an impact on existing parking. Where this is the case, affected residents and businesses were consulted and their feedback was considered when assessing options for the new bus stop and bus zone locations. The consultation outcomes were considered by Armidale Regional Council before approving the new bus stops and bus zones.

Can I use the bus if I have a wheelchair, mobility scooter or mobility aid?

- When using a mobility aid on public transport in NSW, it must comply with certain dimensions, manoeuvrability, and stability specifications.
- The Disability Standards for Accessible Public Transport make some basic assumptions about mobility aids and gaining access to public transport. These specifications apply to manual and motorised wheelchairs, scooters, walking frames, and prams when using accessible services.
- Passengers can use [Trip Planner](#) to plan an accessible trip, and see accessible services indicated by the wheelchair symbol in the search results. See [more tips](#) on planning an accessible trip.

My bus stop is no longer receiving services – what do I do?

- There are some existing bus stops within Armidale that will no longer be serviced by the new bus network. Some of these stops have been relocated. At other stops, wayfinding signage has been installed to show the location of the closest new bus stop, which will be in operation on and after 11 December. From 27 November 2023, refer to the [bus route lookup](#) or [Edwards Coaches](#) for timetable details.
- The changes to routing may require some passengers to walk further distances to the nearest bus stop on the new route. Passengers will generally be within 800m walk to their nearest bus stop, consistent with service planning guidelines for rural and regional areas.
- The revised local Armidale routes were co-designed with and supported by operator Edwards Coaches and Armidale Regional Council, as well as informed by extensive stakeholder and community consultation.
- The changes to routing will provide for a simpler, easier-to-understand bus network for the Armidale urban area and Uralla. This addressed feedback received by Transport for NSW during customer and community consultation – including that bus service travel times were too long, and bus routes were too circuitous and difficult to understand.

Can I board school services?

- Yes. Fare-paying passengers may board school services if there is capacity on the bus. Passengers are advised to contact Edward Coaches to discuss travel options during school peaks.

Will bus trips cost the same? How much does it cost to take a bus?

- Yes. The fare structure will not change.

- Adult passengers can travel for \$5 per day for unlimited regular bus route travel anywhere within the Armidale urban area.
- Eligible concession passengers can travel for \$2.50 per day for unlimited bus travel anywhere within the Armidale urban area.
- Regional Excursion Daily (RED) eligible concession card holders can travel for \$2.50 per day for unlimited travel on regional bus services throughout NSW. The RED ticket is not valid on NSW TrainLink train or coach services.
- View [detailed information on fares and concession eligibility](#) or contact Edwards Coaches.

When will Armidale get Opal?

- There are no immediate plans to extend the Opal network in Armidale at this time.

How can I purchase a bus ticket?

- Passengers can use cash to purchase a bus ticket on board the bus from the driver on any regular route service.

Edwards Coaches offers cashless travel using a recharge or discount card. The card allows you to purchase bus travel up front reducing the need for you to have the right change and making travel less intrusive. There are three options for cashless travel:

- **The Armidale Discount Card**
- **The Uralla Discount Card**
- **The Recharge Card**

Further information on recharge and discount cards, terms and conditions can be found at www.edwardscoaches.com.au/discount

[Find out more about regional bus fares and tickets.](#)

How can I plan my trip? Can I get real time trip information?

Passengers can plan a trip by:

- Using the [Trip Planner](#) or [other digital tools](#)
- Choosing from a range of [third-party transport apps](#) available.

The benefits of using a digital trip planning tool are:

- Armidale bus passengers can plan bus trips and make better-informed travel decisions using digital timetable information and real-time updates.
- Passengers can receive real-time information including bus location, estimated arrival time at a stop and occupancy status giving an indication of

how many people are already on board the bus, thanks to state-of-the-art automatic passenger counting and vehicle tracking technology.

- The technology shares information on how full services are, and about any delays or planned service changes in real-time. Customers can see how far away a bus is before they start their trip, and parents will be able to check the progress of their child's school bus.

Can I take my bicycle or e-scooter on the bus?

- No. For safety reasons, and the mobility of passengers with accessibility requirements, bicycles are not permitted on board a bus.

Can I travel on the bus with my dog, and what about other pets?

- Assistance animals with a valid form of accepted accreditation are allowed on all public transport in NSW.
- Pet animals may be allowed to travel on buses if it is confined in a box, basket or other container as required by the [Passenger Transport \(General\) Regulation 2017](#). However, permission is still required by the driver. The driver or crew may refuse to allow the animal if the service is reaching capacity.
- In accordance with industry recognition, therapy animals, facility animals and emotional support animals are considered to be companion animals. These animals do not have public access rights and can only travel using the arrangements provided for travelling with pets.
- For further information on travelling with pets go to transportnsw.info/travel-info/using-public-transport/travelling-with-animals-pets

How do I submit feedback, ask a question, or make a complaint about changes to the Armidale bus network?

- You can provide your feedback about the new services by sending an email to regionalcitiesprogram@transport.nsw.gov.au or by calling 1800 717 528.